

AGENDA

COMMITTEE ON ADMINISTRATION/INFORMATION SYSTEMS

February 18, 2004
Aldermen Forest, Gatsas,
Osborne, Porter, Lopez

5:15 PM
Aldermanic Chambers
City Hall (3rd Floor)

1. Chairman Forest calls the meeting to order.
2. The Clerk calls the roll.
3. Communication from Alderman Lopez suggesting the Board refer two Charter Amendment questions to the Committee on Administration for review and report back to the Board.
Gentlemen, what is your pleasure?
4. Communication from Aldermen Osborne and Shea submitting a resolution increasing the Veterans Property Tax Credit.
Gentlemen, what is your pleasure?
5. Communication from Ron Ludwig, Director of Parks, Recreation and Cemetery requesting that the fee be waived for the fair license for the City's Independence Day celebrations at Arms Park on Saturday, July 3, 2004 with a rain date of Monday, July 5, 2004.
Gentlemen, what is your pleasure?
6. Communication from Ms. Cecilia Lacasse relative to the increase in basic cable rates.
Gentlemen, what is your pleasure?

TABLED ITEMS

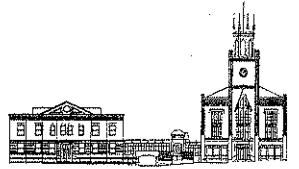
A motion is in order to remove any of the following items from the table for discussion.

7. Communication from Diane Prew, Information Systems, advising that the Mail Operation Committee met to review the proposals and as a result a new proposal from Pitney Bowes was received that the Committee will be meeting shortly to review.
(Tabled 10/07/2003)
8. Communication from Hector Velez requesting permission to encumber the sidewalk in front of his business on 370 Union Street for sales, subject to meeting any other requirements of the City's Code.
(Tabled 10/07/2003 pending further review by Business Licensing and Highway and submittal of ordinance.)
9. Communication from Joan Porter, Tax Collector, suggesting departmental input regarding ultimate utilization of electronic forms of payment.
(Tabled 11/18/2003 pending survey results due in January of 2004.)
10. Communication from Leo Pepino requesting that the Board of Mayor and Aldermen provide all World War II veterans with a medal similar to those given to Manchester's soldiers after World War I.
(Tabled 11/18/2003 pending State legislation.)
11. If there is no further business, a motion is in order to adjourn.



CITY OF MANCHESTER

Board of Aldermen



Memo To: Board of Mayor and Aldermen

From: Mike Lopez
Alderman-At-Large

Date: January 29, 2004

Re: Charter Revisions

IN BOARD OF MAYOR & ALDERMEN

DATE: February 3, 2004

ON MOTION OF ALD. Lopez

SECONDED BY ALD. Garrity

refer to the Committee on
VOTED TO Administration/Info Systems.

[Signature]
CITY CLERK

On November 4, 2003 the people said no to the Charter Revision Question "Shall the Municipality approve the Charter revision recommended by the Charter Commission?" that was put before them.

However, I believe there are two charter amendment questions that should be approved and that the Board should put these questions to the voters.

The first amendment that should be approved is a question regarding Section 6.11, requiring an internal auditor nominated by the Mayor and approved by a majority of the Board of Mayor and Aldermen, rather than the provisional ordinance under the Finance Department.

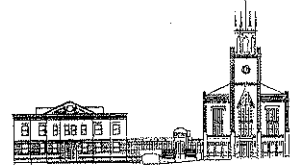
Secondly, I believe that all candidates should be listed on the ballot in the primary regardless of how many candidates are running. The lack of having all the names on the ballot is a major issue for the voters that went to the polls in the primary to vote for their candidate and could not find that person listed on the ballot.

I recommend the Board refer these questions to the Committee on Administration for review and recommendation to the Board of Mayor and Aldermen.



CITY OF MANCHESTER

Board of Aldermen



Memo To: Board of Mayor and Aldermen

From: Alderman Ed Osborne *E.O.*
Alderman William P. Shea *W.P.S.*

Date: February 3, 2004

Re: Increase of Veteran Property Tax Credit

Senate Bill 45 recently adopted by the State of New Hampshire allows the City to increase its tax credit to service-connected totally disabled veterans from the current \$1,400 to \$2,000 per veteran.

Enclosed is a resolution for your consideration, which would provide for the adoption of these provisions, along with a copy of the legislation adopted by the State.

We respectfully request that this resolution be referred to the Committee on Administration for further review, consideration, and report back to the full Board.

IN BOARD OF MAYOR & ALDERMEN

DATE: February 3, 2004

ON MOTION OF ALD. Shea

SECONDED BY ALD. Osborne

VOTED TO refer to the Committee on
Administration/Info Systems.

[Signature]
CITY CLERK

with additional items discussed
by Board.

City of Manchester New Hampshire

In the year Two Thousand and Four

A RESOLUTION

"A Resolution authorizing increased property tax credits for Veterans with service-connected total disability, and their surviving spouse."

Resolved by the Board of Mayor and Aldermen of the City of Manchester as follows:

WHEREAS, the City of Manchester wishes to continue to provide property tax relief for its totally disabled veterans; and

WHEREAS, the State of New Hampshire has passed legislation providing for optional new maximum allowances for property tax credits for service-connected total disability residents; and

WHEREAS, the City of Manchester wishes to continue to provide maximum benefits for its totally disabled veterans and their spouses;

NOW THEREFORE, BE IT RESOLVED BY THE BOARD OF MAYOR AND ALDERMEN:

THAT, the City of Manchester hereby adopts the provisions of RSA 72:35 I-a. and RSA 72:29-a, II in the amount of Two Thousand Dollars (\$2,000.00); and

THAT, such provisions shall apply to any person who has been honorably discharged or an officer honorably separated from the military service of the United States and who has total and permanent service-connect disability, or who is a double amputee or paraplegic because of service-connected injury, or any person who is the surviving spouse of such a person.

RESOLVED this resolution shall take effect April 1, 2004.

CHAPTER 299

SB 45 - FINAL VERSION

03/27/03 0862s

03/27/03 0903s

5jun03... 1831h

06/12/03...2087cofc

6/30/03.....2299eba

2003 SESSION

03-0433

10/09

SENATE BILL 45

AN ACT relative to the adoption procedure, eligibility, and amounts of property tax exemptions and credits and the property tax deferral program.

SPONSORS: Sen. Gatsas, Dist 16; Sen. Larsen, Dist 15; Sen. Barnes, Dist 17; Sen. Roberge, Dist 9; Rep. Gonzales, Hills 49

COMMITTEE: Public Affairs

AMENDED ANALYSIS

This bill:

I. Clarifies the procedure for adopting or modifying property tax exemptions or credits in RSA 72 and repeals various existing provisions which are obsolete or duplicative.

II. Allows towns and cities to adopt an amount of the optional veterans' property tax credit from \$51 to \$500.

III. Effective April 1, 2005, changes the filing date for applications for all exemptions or tax credits, and repeals the additional optional filing date for the elderly exemption.

IV. Allows towns and cities to adopt an optional property tax credit for service-connected total disability in an amount from \$701 up to \$2,000.

V. Allows municipalities to adopt an extension of the property tax exemption for disabled persons who are 65 years of age or older.

VI. Lowers the residency requirement for a disabled person applying for a deferral of property taxes pursuant to the tax deferral program for the elderly and disabled.

VII. Allows for the adoption by municipalities of a married persons' combined net income and net asset qualification for purposes of the elderly exemption. Such combined net asset qualification shall apply to a surviving spouse until the sale or transfer of the property, or until the remarriage of the surviving spouse.

VIII. Clarifies references to consecutive years of residence and married persons in certain property tax exemption statutes.

Explanation: Matter added to current law appears in *bold italics*.

03/27/03
Matter removed from current law appears ~~[in brackets and struck through]~~

Matter which is either (a) all new or (b) repealed and reenacted appears in regular type.

03/27/03 0862s

03/27/03 0903s

5jun03... 1831h

06/12/03...2087cofc

6/30/03.....2299eba

03-0433

10/09

STATE OF NEW HAMPSHIRE

In the Year of Our Lord Two Thousand Three

AN ACT relative to the adoption procedure, eligibility, and amounts of property tax exemptions and credits and the property tax deferral program.

Be it Enacted by the Senate and House of Representatives in General Court convened:

299:1 New Section; Procedure for Adoption, Modification, or Recission. Amend RSA 72 by inserting after section 27 the following new section:

72:27-a Procedure for Adoption, Modification, or Recission.

I. Any town or city may adopt the optional provisions of RSA 72:28, RSA 72:29-a, RSA 72:35, RSA 72:37, RSA 72:37-b, RSA 72:39-a, RSA 72:62, RSA 72:66, or RSA 72:70 in the following manner:

(a) In a town, other than a town that has adopted a charter pursuant to RSA 49-D, the question shall be placed on the warrant of a special or annual town meeting, by the governing body or by petition pursuant to RSA 39:3.

(b) In a city or town that has adopted a charter pursuant to RSA 49-C or RSA 49-D, the legislative body may consider and act upon the question in accordance with its normal procedures for passage of resolutions, ordinances, and other legislation. In the alternative, the legislative body of such municipality may vote to place the question on the official ballot for any regular municipal election.

II. The vote shall specify the provisions of the property tax exemption or credit, the amount of such exemption or credit, and the manner of its determination, as listed in paragraph I. The

exemption or credit shall take effect in the tax year beginning April 1 following its adoption.

III. A municipality may modify, if applicable, or rescind the exemption or credits provided in paragraph I in the manner described in this section.

IV. An amendment to a statutory provision listed in paragraph I related to an exemption or credit amount or to the eligibility or application of an exemption or credit, shall apply in a municipality which previously adopted the provision only after the municipality complies with the procedure in this section, unless otherwise expressly required by law.

299:2 Veterans' Tax Credit; Optional Credit Changed. RSA 72:28 is repealed and reenacted to read as follows:

72:28 Standard and Optional Veterans' Tax Credit.

I. The standard veterans' tax credit shall be \$50.

II. The optional veterans' tax credit, upon adoption by a city or town pursuant to RSA 72:27-a, shall be an amount from \$51 up to \$500. The optional veterans' tax credit shall replace the standard veterans' tax credit in its entirety and shall not be in addition thereto.

III. Either the standard veterans' tax credit or the optional veterans' tax credit shall be subtracted each year from the property tax on the veteran's residential property. However, the surviving spouse of a resident who suffered a service-connected death may have the amount subtracted from the property tax on any real property in the same municipality where the surviving spouse is a resident.

IV. The following persons shall qualify for the standard veterans' tax credit or the optional veterans' tax credit:

(a) Every resident of this state who served not less than 90 days in the armed forces of the United States in any qualifying war or armed conflict listed in this section and was honorably discharged or an officer honorably separated from service; or the spouse or surviving spouse of such resident;

(b) Every resident of this state who was terminated from the armed forces because of service-connected disability; or the surviving spouse of such resident; and

(c) The surviving spouse of any resident who suffered a service-connected death.

V. Service in a qualifying war or armed conflict shall be as follows:

(a) "Spanish War" between April 21, 1898 and April 11, 1899;

(b) "Philippine Insurrection" between April 12, 1899 and July 4, 1902, extended to July 15, 1903 for service in the Moro Provinces;

(c) "Boxer Rebellion" between June 16, 1900 and May 2, 1901;

(d) "World War I" between April 6, 1917 and November 11, 1918, extended to April 1, 1920 for service in Russia; provided that military or naval service on or after November 12, 1918 and before July 2, 1921, where there was prior service between April 6, 1917 and November 11, 1918 shall be considered as World War I service;

(e) "World War II" between December 7, 1941 and December 31, 1946;

(f) "Korean Conflict" between June 25, 1950 and January 31, 1955;

(g) "Vietnam Conflict" between December 22, 1961 and May 7, 1975;

(h) "Vietnam Conflict" between July 1, 1958 and December 22, 1961, if the resident earned the Vietnam service medal or the armed forces expeditionary medal; and

(i) Any other war or armed conflict that has occurred since May 8, 1975, and in which the resident earned an armed forces expeditionary medal or theater of operations service medal.

299:3 Veterans' Credit; Surviving Spouse; Reference Changed. Amend RSA 72:29-a, II to read as follows:

II. Upon the adoption of this paragraph by a city or town as provided in RSA ~~[72:29-b]~~ 72:27-a, the surviving spouse of any person who was killed or died while on active duty in the armed forces of the United States or any of the armed forces of any of the governments associated with the United States in the wars, conflicts or armed conflicts, or combat zones set forth in RSA 72:28, shall receive a tax credit in the amount ~~[of \$1,400]~~ from \$701 up to \$2,000 for the taxes due upon the surviving spouse's real and personal property, whether residential or not, in the same municipality where the surviving spouse is a resident.

299:4 Reference Changed; Proration of Credit. Amend RSA 72:30 to read as follows:

72:30 Proration of Tax Credit. If any entitled person or persons shall own a fractional interest in residential real estate, each such entitled person shall be granted a tax credit in proportion to his or her interest therein with other persons so entitled, but in no case shall the total tax credit exceed the tax credit allowed under RSA 72:28, I or II ~~[or V]~~, except as provided in RSA 72:31.

299:5 Reference Changed; Husband and Wife. Amend RSA 72:31 to read as follows:

72:31 Husband and Wife. A husband and wife, each qualifying for a tax credit, shall each be granted a tax credit upon their residential real

estate as provided under RSA 72:28, *I or II* [~~and V~~].

299:6 Application for Exemptions or Tax Credits; Filing Date Changed in 2005. Amend RSA 72:33 to read as follows:

72:33 Application for Exemption or Tax Credit.

I. [~~Except as provided in RSA 72:33-b,~~] No person shall be entitled to the exemptions[~~, deferrals,~~] or tax credits provided by RSA 72:28, 29-a, 30, 31, 32, 35, 36-a, 37, 37-a, 37-b, [~~38-a,~~] 39-b, 62, 66, and 70 unless the person has filed with the selectmen or assessors, by ~~[March 1 following the date of notice of tax under RSA 72:1-d]~~ **April 15 preceding the setting of the tax rate**, a permanent application therefor, signed under penalty of perjury, on a form approved and provided by the commissioner of revenue administration, showing that the applicant is the true and lawful owner of the property on which the exemption[~~, deferral,~~] or tax credit is claimed and that the applicant was duly qualified upon April 1 of the year in which the exemption[~~, deferral,~~] or tax credit is first claimed, or, in the case of financial qualifications, that the applicant is duly qualified at the time of application. The form shall include the following and such other information deemed necessary by the commissioner:

(a) Instructions on completing and filing the form, including an explanation of the grounds for requesting tax exemptions[~~, deferrals,~~] and credits pursuant to RSA 72.

(b) Sections for information concerning the applicant, the property for which the relief is sought, and other properties owned by the person applying.

(c) A section explaining the appeal procedure and stating the appeal deadline in the event the municipality denies the tax relief request in whole or in part.

(d) A place for the applicant's signature with a certification by the person applying that the application has a good faith basis and the facts in the application are true.

I-a. If any person, otherwise qualified to receive an exemption or credit, shall satisfy the selectmen or assessors that he or she was prevented by accident, mistake, or misfortune from filing a permanent application or amended permanent application on or before April 15 of the year in which he or she desires the exemption to begin, said officials may receive the application at a later date and grant an exemption or credit for that year; but no such application shall be received or exemption or credit granted after the local tax rate has been approved for that year.

II. Any person who changes residence after filing such a permanent application shall file an amended permanent application on or before December 1 immediately following the change of residence. The filing of the permanent application shall be sufficient for said persons to receive these exemptions or tax credits on an annual basis so long as the applicant does not change residence[~~, provided, however, that towns and cities may require an annual application for the tax deferral authorized for the elderly and disabled by RSA 72:38-a~~].

III. If the selectmen or assessors are satisfied that the applicant has willfully made any false statement in the application to obtain an exemption or tax credit, they may refuse to grant the exemption or tax credit.

IV. [Repealed.]

V. In addition to the above requirements, applicants for exemption who claim ownership pursuant to RSA 72:29, V shall file with their application an additional statement signed under penalty of perjury, on a form approved and provided by the commissioner of revenue administration, showing they meet the requirements of RSA 72:29, V.

VI. The assessing officials may require applicants for any exemption or tax credit to file the information listed in RSA 72:34, or the statement required by RSA 72:33, V periodically but no more frequently than annually. Failure to file such periodic statements may, at the discretion of the assessing officials, result in a loss of the exemption or tax credit for that year.

299:7 Investigation of Application. Amend RSA 72:34, I to read as follows:

I. On receipt of an application provided for in RSA 72:33 *or RSA 72:38-a*, the selectmen or assessors shall examine it as to the right to the tax exemption, tax deferral or tax credit, the ownership of the property listed, and, if necessary, the encumbrances reported.

299:8 Tax Credit for Service-Connected Disability; Optional Amount Increased. Amend RSA 72:35 to read as follows:

72:35 Tax Credit for Service-Connected Total Disability.

I. Any person who has been honorably discharged or an officer honorably separated from the military service of the United States and

who has total and permanent service-connected disability, or who is a double amputee or paraplegic because of service-connected injury, or the surviving spouse of such a person, shall receive a *standard* yearly tax credit in the amount of \$700 of property taxes on the person's residential property.

I-a. The optional tax credit for service-connected total disability, upon adoption by a city or town pursuant to RSA 72:27-a, shall be an amount from \$701 up to \$2,000. The optional tax credit for service-connected total disability shall replace the standard tax credit in its entirety and shall not be in addition thereto.

I-b. Either the standard tax credit for service-connected total disability or the optional tax credit for service-connected total disability shall be subtracted each year from the property tax on the person's residential property.

II. The *standard or optional* tax credit ~~[in paragraph I]~~ *under this section* may be applied only to property which is occupied as the principal place of abode by the disabled person or the surviving spouse. The tax credit may be applied to any land or buildings appurtenant to the residence or to manufactured housing if that is the principal place of abode.

III.(a) Any person applying for the *standard or optional* tax credit ~~[granted in paragraph I]~~ *under this section* shall furnish to the assessors or selectmen certification from the United States Department of Veterans' Affairs that the applicant is rated totally and permanently disabled from service connection. The assessors or selectmen shall accept such certification as conclusive on the question of disability unless they have specific contrary evidence and the applicant, or the applicant's representative, has had a reasonable opportunity to review and rebut that evidence. The applicant shall also be afforded a reasonable opportunity to submit additional evidence on the question of disability.

(b) Any decision to deny an application shall identify the evidence upon which the decision relied and shall be made within the time period provided by law.

(c) Any tax credit shall be divided evenly among the number of tax payments required annually by the town or city so that a portion of the tax credit shall apply to each tax payment to be made.

~~[IV.(a) Upon its adoption by a city or town as provided in RSA 72:35-a, any person who has been honorably discharged or an officer honorably separated from the military service of the United States and who has total and permanent service-connected disability, or who is a double amputee or paraplegic because of service-connected injury, or the surviving spouse of such a person, shall receive a yearly tax credit in the amount of \$1,400 of property taxes on the person's residential property.]~~

~~(b) The tax credit in subparagraph (a) may be applied only to property which is occupied as the principal place of abode by the disabled person or the surviving spouse. The tax credit may be applied to the taxes due on any land or buildings appurtenant to the residence or to manufactured housing, if that is the principal place of abode.~~

~~(c) Applications for this credit shall be made in the manner prescribed by paragraph III. Any tax credit shall be divided evenly among the number of tax payments required annually by the town or city so that a portion of the tax credit shall apply to each tax payment to be made.]~~

299:9 Interpretation; Rules. Amend RSA 72:36, I to read as follows:

I. ~~[His]~~ *The commissioner's* interpretation of RSA 72:28, ~~[72:28-a]~~ 72:29, 72:29-a, ~~[72:29-b]~~ 72:30, 72:31, 72:32, 72:33, 72:33-a, 72:34, 72:34-a, 72:35, ~~[72:35-a]~~ and 72:36-a; and

299:10 Exemption for the Blind; Reference Changed. Amend RSA 72:37 to read as follows:

72:37 Exemption for the Blind. Every inhabitant who is legally blind as determined by the blind services program, bureau of vocational rehabilitation, department of education shall be exempt each year on the assessed value, for property tax purposes, of his or her residential real estate to the value of \$15,000, and a city or town may exempt any amount it may determine is appropriate to address significant increases in property values in accordance with the procedures in RSA ~~[72:36-b]~~ 72:27-a. The term "residential real estate" as used in this section shall mean the same as defined in RSA 72:29. All applications made under this section shall be subject to the provisions of RSA 72:33 and RSA 72:34.

299:11 Exemption for the Disabled; Optional Extension Added. Amend RSA 72:37-b to read as follows:

72:37-b Exemption for the Disabled.

I. Upon its adoption by a city or town as provided in RSA ~~[72:37-e]~~ 72:27-a, any person who is eligible under Title II or Title XVI of the federal Social Security Act for benefits to the disabled shall receive a yearly exemption in an amount to be chosen by the town or city.

2/3/2004

I-a. Upon the adoption of this paragraph by a city or town as provided in RSA 72:27-a, a person eligible under Title II or Title XVI of the federal Social Security Act on his or her sixty-fifth birthday shall remain eligible for a yearly exemption either in the amount of the exemption applicable under paragraph I or the amount of the elderly exemption granted to the person under RSA 72:39-b, whichever is greater.

II. The ~~[exemption]~~ exemptions in paragraph I and I-a may be applied only to property which is occupied as the principal place of abode by the disabled person. The exemption may be applied to any land or buildings appurtenant to the residence or to manufactured housing if that is the principal place of abode. Nothing in this section shall preclude a qualified applicant from earning an income.

III. No exemption shall be allowed under paragraph I or I-a unless the person applying for an exemption:

(a) Had, in the calendar year preceding said April 1, a net income from all sources, or if married, a combined net income from all sources, of not more than the respective amount determined by the city or town for purposes of paragraph I or I-a. Under no circumstances shall the amount determined by the city or town be less than \$13,400 for a single person or \$20,400 for married persons. The net income shall be determined by deducting from all moneys received, from any source including social security or pension payments, the amount of any of the following or the sum thereof:

- (1) Life insurance paid on the death of an insured.*
- (2) Expenses and costs incurred in the course of conducting a business enterprise.*
- (3) Proceeds from the sale of assets.*

(b) Owns net assets not in excess of the amount determined by the city or town for purposes of paragraph I, excluding the value of the person's actual residence and the land upon which it is located up to the greater of 2 acres or the minimum single family residential lot size specified in the local zoning ordinance. The amount determined by the city or town shall not be less than \$35,000 or, if married, combined net assets in such greater amount as may be determined by the town or city. "Net assets" means the value of all assets, tangible and intangible, minus the value of any good faith encumbrances. "Residence" means the housing unit, and related structures such as an unattached garage or woodshed, which is the person's principal home, and which the person in good faith regards as home to the exclusion of any other places where the person may temporarily live. "Residence" shall exclude attached dwelling units and unattached structures used or intended for commercial or other nonresidential purposes.

IV. Additional requirements for an exemption under paragraph I or I-a shall be that the property is:

(a) Owned by the resident;

(b) Owned by a resident jointly or in common with the resident's spouse, either of whom meets the requirements for the exemption claimed;

(c) Owned by a resident jointly or in common with a person not the resident's spouse, if the resident meets the applicable requirements for the exemption claimed; or

(d) Owned by a resident, or the resident's spouse, either of whom meets the requirements for the exemption claimed, and when they have been married to each other for at least 5 consecutive years.

299:12 Tax Deferral for Elderly and Disabled; Residency for Disabled Applicant. Amend RSA 72:38-a, I(b) to read as follows:

(b) Has owned the homestead for at least 5 consecutive years if the person qualifies as an elderly applicant, or has owned the homestead for at least one year if the person qualifies as a disabled applicant; and

299:13 New Paragraph; Tax Deferral for the Elderly or Disabled. Amend RSA 72:38-a by inserting after paragraph II the following new paragraph:

II-a. No person shall be entitled to the deferral under this section unless the person has filed with the selectmen or assessors, by March 1 following the date of notice of tax under RSA 72:1-d, a permanent application therefor, signed under penalty of perjury, on a form approved and provided by the commissioner of revenue administration, showing that the applicant is the true and lawful owner of the property on which the deferral is claimed and that the applicant is duly qualified at the time of application. Any person who changes residence after filing such a permanent application shall file an amended permanent application on or before December 1 immediately following the change of residence. The filing of the permanent application shall be sufficient for said persons to receive a deferral on an annual basis so long as the applicant does not change residence; provided, however, that towns and cities may require an annual application for the tax deferral authorized for the elderly and disabled by this section. The form shall include the following and such other information deemed necessary by the commissioner:

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(a) Instructions on completing and filing the form, including an explanation of the grounds for requesting a deferral.

(b) Sections for information concerning the applicant, the property for which the relief is sought, and other properties owned by the person applying.

(c) A section explaining the appeal procedure and stating the appeal deadline in the event the municipality denies the tax relief request in whole or in part.

(d) A place for the applicant's signature with a certification by the person applying that the application has a good faith basis and the facts in the application are true.

299:14 Conditions for Elderly Exemption; Consecutive Years of Residence; Net Income and Assets for Married Persons. Amend RSA 72:39-a, I to read as follows:

I. No exemption shall be allowed under RSA 72:39-b unless the person applying therefor:

(a) Has resided in this state for at least 5 *consecutive* years preceding April 1 in the year in which the exemption is claimed.

(b) Had in the calendar year preceding said April 1 a net income from all sources, or if married, a combined net income from all sources, of not more than the respective amount *applicable to each age group as* determined by the city or town for purposes of RSA 72:39-b. Under no circumstances shall the amount determined by the city or town be less than \$13,400 for a single person or \$20,400 for married persons. The net income shall be determined by deducting from all moneys received, from any source including social security or pension payments, the amount of any of the following or the sum thereof:

(1) Life insurance paid on the death of an insured;

(2) Expenses and costs incurred in the course of conducting a business enterprise;

(3) Proceeds from the sale of assets.

(c) Owns net assets not in excess of the amount determined by the city or town for purposes of RSA 72:39-b, excluding the value of the person's actual residence and the land upon which it is located up to the greater of 2 acres or the minimum single family residential lot size specified in the local zoning ordinance. The amount determined by the city or town shall not be less than \$35,000. *A city or town may set a combined net assets amount for married persons in such greater amount as the legislative body of the city or town may determine.* "Net assets" means the value of all assets, tangible and intangible, minus the value of any good faith encumbrances. "Residence" means the housing unit, and related structures such as an unattached garage or woodshed, which is the person's principal home, and which the person in good faith regards as home to the exclusion of any other places where the person may temporarily live. "Residence" shall exclude attached dwelling units and unattached structures used or intended for commercial or other nonresidential purposes.

299:15 New Paragraph; Exemption for Surviving Spouse; Combined Net Asset Amount. Amend RSA 72:39-a by inserting after paragraph II the following new paragraph:

III. Upon the death of an owner residing with a spouse pursuant to subparagraph II(b) or II(d), the combined net asset amount for married persons determined by the city or town shall continue to apply to the surviving spouse for the purpose of the exemption granted under RSA 72:39-b until the sale or transfer of the property by the surviving spouse or until the remarriage of the surviving spouse.

299:16 Procedure for Adoption and Modification of the Elderly Exemption. RSA 72:39-b is repealed and reenacted to read as follows:

72:39-b Procedure for Adoption and Modification of Elderly Exemption.

I. A town or city may adopt or modify elderly exemptions by the procedure in RSA 72:27-a.

II. An elderly exemption, based on assessed value for qualified taxpayers, shall be granted for a different dollar amount determined by the town or city, to a person 65 years of age up to 75 years, to a person 75 years of age up to 80 years, and to a person 80 years of age or older. To qualify, the person must have been a New Hampshire resident for at least 5 consecutive years, own the real estate individually or jointly, or if the real estate is owned by such person's spouse, they must have been married to each other for at least 5 consecutive years. In addition, the taxpayer must have a net income in each applicable age group of not more than a dollar amount determined by the town or city of not less than \$13,400 or, if married, a combined net income of not more than a dollar amount determined by the town or city of not less than \$20,400; and own net assets not in excess of a dollar amount determined by the town or city of not less than \$35,000 excluding the value of the person's residence or, if married, combined net assets not in excess of a dollar amount determined by the town or city of not less than \$35,000 excluding the value of the

residence. Under no circumstances shall the amounts of the exemption for any age category be less than \$5,000. The combined net asset amount for married persons shall apply to a surviving spouse until the sale or transfer of the property by the surviving spouse or until the remarriage of the surviving spouse.

299:17 Exemption for the Solar Energy Systems; Reference Changed. Amend RSA 72:62 to read as follows:

72:62 Exemption for Solar Energy Systems. Each city and town may adopt under RSA ~~[72:63]~~ 72:27-a an exemption from the assessed value, for property tax purposes, for persons owning real property which is equipped with a solar energy system as defined in RSA 72:61.

299:18 Exemption for the Wind-Powered Energy Systems; Reference Changed. Amend RSA 72:66 to read as follows:

72:66 Exemption for Wind-Powered Energy Systems. Each city and town may adopt under RSA ~~[72:67]~~ 72:27-a an exemption from the assessed value, for property tax purposes, for persons owning real property which is equipped with a wind-powered energy system.

299:19 Exemption for the Woodheating Energy Systems; Reference Changed. Amend RSA 72:70 to read as follows:

72:70 Exemption for Woodheating Energy Systems. Each city and town may adopt under RSA ~~[72:71]~~ 72:27-a an exemption from the assessed value, for property tax purposes, for persons owning real property which is equipped with a woodheating energy system

299:20 Reference Changed; Special Number Plates. Amend RSA 261:86, I(c) and (d) to read as follows:

(c) Is a former prisoner of war and was captured and incarcerated while serving in a qualifying war or armed conflict as defined in RSA ~~[72:28, IV]~~ 72:28, V, and who was honorably discharged, provided that such person has furnished the director with satisfactory proof of these circumstances. The plates shall be transferable upon death to the surviving spouse of the prisoner of war. The surviving spouse shall be entitled to the plate as long as he or she lives, unless he or she remarries.

(d) Was awarded the Purple Heart medal in a qualifying war or armed conflict as defined in RSA ~~[72:28, IV]~~ 72:28, V, and who was honorably discharged, provided that such person has furnished the director with satisfactory proof of these circumstances.

299:21 Reference Changed; Motor Vehicles; Exemption for Prisoners of War. Amend RSA 261:157-a to read as follows:

261:157-a Exemption for Prisoners of Wars. The legislative body of a city or town may adopt an ordinance waiving the fee to be charged for a permit to register one motor vehicle owned by any person who was captured and incarcerated for 30 days or more while serving in a qualifying war or armed conflict as defined in RSA ~~[72:28, IV]~~ 72:28, V, and who was honorably discharged, provided the person has provided the city or town clerk with satisfactory proof of these circumstances.

299:22 Reference Changed; Veterans Preference. Amend RSA 283:8, I and II to read as follows:

I. The term "armed forces" shall include those forces listed in RSA ~~[72:28, I]~~ 72:28, IV.

II. The terms "in time of war" and "during any war" shall include all the terms used in RSA ~~[72:28, III]~~ 72:28, V.

299:23 Contingent Amendment; HB 806. Amend the introductory paragraph of RSA 72:27-a, I to read as follows

I. Any town or city may adopt the provisions of RSA 72:28, RSA 72:29-a, RSA 72:35, RSA 72:37, RSA 72:37-b, RSA 72:38-b, RSA 72:39-a, RSA 72:62, RSA 72:66, or RSA 72:70 in the following manner:

299:24 Contingent Amendment; HB 806. RSA 72:38-b, VI is repealed and reenacted to read as follows:

VI. Any town or city may adopt, modify, or rescind the provisions of this section in the manner provided in RSA 72:27-a.

299:25 Contingent Amendment; HB 806 Application for Exemptions or Tax Credits. Amend the introductory paragraph of RSA 72:33, I to read as follows:

I. Except as provided in RSA 72:33-b, no person shall be entitled to the exemptions, deferrals, or tax credits provided by RSA 72:28, 29-a, 30, 31, 32, 35, 36-a, 37, 37-a, 37-b, 38-a, ~~38-b~~, 39-b, 62, 66, and 70 unless the person has filed with the selectmen or assessors, by March 1 following the date of notice of tax under RSA 72:1-d, a permanent application therefor, signed under penalty of perjury, on a form approved and provided by the commissioner of revenue administration, showing that the applicant is the true and lawful owner of the property on which the exemption, deferral, or tax credit is claimed and that the applicant was duly qualified upon April 1 of the year in which the exemption, deferral, or tax credit is first claimed, or, in the case of financial qualifications, that the applicant is duly qualified at the time of application. The form shall

include the following and such other information deemed necessary by the commissioner:

299:26 Contingent Amendment 2005; HB 806 Application for Exemptions or Tax Credits. The introductory paragraph of RSA 72:33, I is repealed and reenacted to read as follows:

I. No person shall be entitled to the exemptions or tax credits provided by RSA 72:28, 29-a, 30, 31, 32, 35, 36-a, 37, 37-a, 37-b, 38-b, 39-b, 62, 66, and 70 unless the person has filed with the selectmen or assessors, by April 15 preceding the setting of the tax rate, a permanent application therefor, signed under penalty of perjury, on a form approved and provided by the commissioner of revenue administration, showing that the applicant is the true and lawful owner of the property on which the exemption or tax credit is claimed and that the applicant was duly qualified upon April 1 of the year in which the exemption or tax credit is first claimed, or, in the case of financial qualifications, that the applicant is duly qualified at the time of application. The form shall include the following and such other information deemed necessary by the commissioner:

299:27 Contingent Effective Date; HB 806; Exemption for Deaf. If HB 806 of the 2003 legislative session becomes law, sections 23, 24, and 25 of this act shall take effect April 1, 2003 at 12:01 a.m. and section 26 of this act shall take effect April 1, 2005 at 12:01 a.m. If HB 806 does not become law, sections 23-26 of this act shall not take effect.

299:28 Application. The provisions of this act shall not affect any validly adopted or modified property tax credit or exemption by any town or city in effect before the effective date of this act.

299:29 Repeal. The following are repealed:

- I. RSA 72:28-a, relative to adoption of the optional veterans' credit.
- II. RSA 72:29-b, relative to adoption of the veterans' surviving spouse credit.
- III. RSA 72:35-a, relative to adoption of the credit for service-connected disability.
- IV. RSA 72:36-b, relative to adoption of the exemption for the blind.
- V. RSA 72:37-c, relative to adoption of the exemption for the disabled.
- VI. RSA 72:63, relative to adoption of the exemption for solar energy systems.
- VII. RSA 72:67, relative to adoption of the exemption for wind-powered energy systems.
- VIII. RSA 72:71, relative to adoption of the exemption for woodheating energy systems.

299:30 Repeal; 2005. RSA 72:33-b, relative to the optional date for filing for elderly exemptions, is repealed.

299:31 Effective Date.

- I. Sections 6, 7, 13 and 30 of this act shall take effect April 1, 2005.
- II. Sections 23-26 of this act shall take effect as provided in section 27 of this act.
- III. The remainder of this act shall take effect April 1, 2003.

(Approved: July 18, 2003)

(Effective Date: I. Sections 6, 7, 13 and 30 shall take effect April 1, 2005

II. Sections 23-26 shall take effect as provided in section 27

III. Remainder shall take effect April 1, 2003)

DRAFT

Deputy Clerk Johnson stated there are two items of new business and both are from Aldermen. One is a communication from Aldermen Osborne and Shea. I am not sure which of them want to address it first.

Mayor Baines stated there is a communication and a request that this be referred to the Committee on Administration.

Alderman Shea moved to refer the issue of tax exemptions for Veterans to the Committee on Administration. Alderman Osborne duly seconded the motion.

Alderman Gatsas stated I certainly applaud my two colleagues for bringing this forward. This is a piece of legislation that I was the fine sponsor on. I think not only should we look at the disability portion because it allows us...it is enabling legislation to increase it from \$1,400 to \$2,000 or anywhere in between there but we should also consider changing the exemption for Veterans from \$100 to somewhere between \$100 and \$500 and we should be looking at the senior exemption, which enables that based on the legislation that is here to make some variations on what incomes can be and what the asset values can be. Maybe the Assessors can do some calculations because I have heard from...my understanding is that Hooksett has lifted the entire ceiling for its asset limits and I think that is something that maybe we can put into different categories that if you are over age 80 maybe that asset limit changes but it is something that we should look at as a Board on the entire process that is here before us. Again, I commend my colleagues for bringing it forward.

Alderman Lopez stated I also concur with that so if this goes forward I would like all Veterans included in this bill.

DRAFT

Mayor Baines stated this motion is to refer it to Committee so they can do an analysis of the impact on taxes and tax bases and that will all be put together for the Committee on Administration.

Mayor Baines called for a vote. There being none opposed, the motion carried.

I believe Alderman Shea was looking to address. It is a request for funding.



CITY OF MANCHESTER
Parks, Recreation & Cemetery Department

625 Mammoth Road
Manchester, NH 03104-5491
(603) 624-6565 Administrative Office
(603) 624-6514 Cemetery Division
(603) 624-6569 Fax

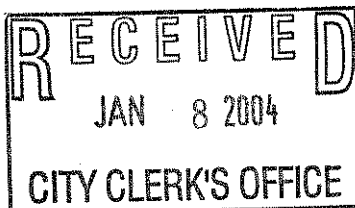
COMMISSION

George "Butch" Joseph, Chairman
Thomas Murphy, Clerk
Michael Worsley
Joseph Sullivan
Steve Johnson
Ronald Ludwig, Director

To: Committee on Administration
From: Ronald E. Ludwig, Director *RL*
Re: Independence Day Celebration
Date: January 7, 2004

The Parks, Recreation and Cemetery Department will be holding a fireworks display with vendors for the City's Independence Day Celebration at Arms Park on Saturday, July 3, 2004 with a rain date of Monday, July 5, 2004.

I respectfully request that the fee be waived for the fair license for this event.



5

-2-



Amy Neubauer - Acrylic On Canvas

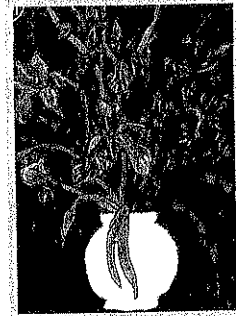
include more but give us
a choice of channels for us
that would be more affordable
There is so much that is of no
interest to us.

You claim you are committed
to giving quality service and
good family programs are part
of this that we are not receiving.
Your ministry is a very im-
portant one. Please consider this
option. God Will Bless you
Wak! Cecilia V. Lacasse

Cecilia Lacasse
692 Rimmon St Apt 2
Manchester NH 03102

1- 1/9/04

To
Whom
it
may
Concern,



Amy Neubauer - Acrylic On Canvas

I am writing to ask you to
consider the needs of some
people. The elderly, like me
and young families, who
can't afford or don't want more
than the basic cable. When you
removed some channels on the
\$7.09 price and now you've in-
creased the price is what I am
complaining about. Because you
are giving more on the other channels
services and it is costing you
more you raised ours.
Couldn't you provide a
basic service that would

Cecilia Lacasse
692 Rimmon St Apt 2
Manchester NH 03102



**City of Manchester
Information Systems Department**

100 Merrimack Street
Manchester, New Hampshire 03101-2210
Phone (603) 624-6577
Fax (603) 624-6320
www.ci.manchester.nh.us

10/7/03 -
Tabled
11/18/03 - Renamed
tabled.
Diane S. Prew
Director

October 1, 2003

Committee on Administration/Information Systems
C/O City Clerk
One City Hall Plaza
Manchester, NH 03101

RE: Mail Operations Committee

Dear Committee Members:

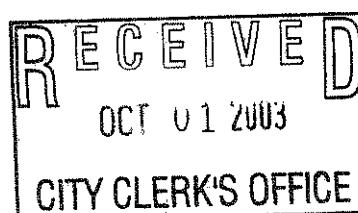
The Mail Operation Committee met to review the proposals submitted by Pitney Bowes and FORMAX. Numerous issues were discussed. Technical personnel met with William Lustig at Pitney Bowes on September 4th to see a demonstration of the proposed equipment and discuss technical issues. Based upon our meeting with Pitney Bowes, Mr. Lustig submitted a new proposal to the City. This proposal was received on September 22nd. The Committee will be meeting shortly to review this proposal.

We will keep you informed of our progress.

Sincerely,

Diane S. Prew

CC: Joan Porter
Frank Thomas
Tom Bowen
Matt Normand
Tony Schaffer

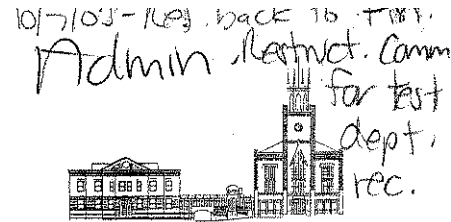


7



CITY OF MANCHESTER

Office of the City Clerk



Leo R. Bernier
City Clerk

Carol A. Johnson
Deputy City Clerk

Paula L-Kang
Deputy Clerk
Administrative Services

Matthew Normand
Deputy Clerk
Licensing & Facilities

Patricia Plecuch
Deputy Clerk
Financial Administration

MEMORANDUM

To: Kevin Dillon, Airport Director

From: Lisa Thibault, City Clerk's Office *Johna*

Date: September 4, 2003

Subject: Financial Restructuring

Enclosed for your records is a copy of your communication regarding the above referenced reflecting action by the Board of Mayor and Aldermen to adopt recommendations one and two and to refer the whole issue to the Committee on Administration.

Enclosure



Manchester Airport
One Airport Road
Suite 300
Manchester, NH
03103-3395
Tel: 603-624-6539
Fax: 603-666-4101
<http://www.flymanchester.com>

Kevin A. Dillon
Airport Director

30 July 2003

Honorable Board of Mayor and Aldermen
City of Manchester
One City Hall Plaza
Manchester, NH 03101

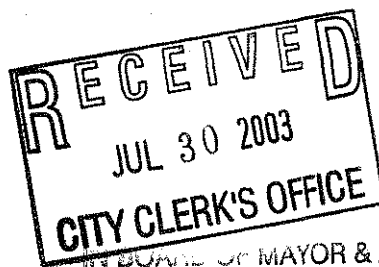
Dear Honorable Board:

During the past few months, a committee of department heads has been reviewing the financial management structure of the City's general fund departments to determine if there are greater efficiencies that can be realized from restructuring or realignment. This effort was undertaken at the request of the Mayor and in response to the Mayor's Select Committee on Finance Report (copy attached). The Department Head Committee's charge was to determine if financial restructuring or realignment should be pursued.

The Department Head Committee effort was initiated with a consultation session where all Department Heads were invited to participate. Most departments were represented at this meeting. From that session, a committee of Department Heads was formed to further review the issue. This Committee consists of Tom Clark; Kevin Clougherty; Kevin Dillon; Joseph Kane, Virginia Lamberton; Robert MacKenzie, Diane Prew, Fred Rusczyk and Frank Thomas.

As a result of its deliberations, the Committee has reached a general consensus that the concept of financial realignment or restructuring may lead to greater efficiencies in the financial management of City general fund departments. This greater efficiency is defined as "the delivery of optimum financial services in the most effective manner." This efficiency may or may not result in cost savings. However, the goal of restructuring should be first and foremost, the enhancement of City department services to the public. In this regard, the Committee believes it is good business practice to move forward with a limited restructuring effort. While the Committee believes that the concept of financial restructuring or alignment in City general fund departments may have merit and should be further considered and pursued, there are a number of important considerations that must be addressed.

First, is the fact that each department has unique needs and characteristics. For example, the financial needs of the Planning Department with its handling of the CIP



DATE: September 2, 2003

ON MOTION OF ALD. Forest

SECONDED BY ALD. DeVries

VOTED TO adopt recommendations 1
and 2 and refer whole

issue to the Committee

James DeVries
CITY CLERK on Admin. Staff

Program are significantly different than the financial needs of the Economic Development Department. Each department has its own unique needs for financial information that is typically driven by its own unique responsibilities and mission.

The Committee's review of this issue showed that it is apparent that a one-size-fits-all approach to financial restructuring would most likely result in failure. Accordingly, before any financial restructuring or realignment proposal can move forward, the individual needs of each department needs to be considered and addressed. Each individual financial function needs to be reviewed, department by department, to determine if it would lend itself to restructuring.

It may, therefore, be prudent to test restructuring on a limited basis in one or two departments before proceeding further. This would allow the concept to be tested while addressing the participating departments' individual needs. If successful, this approach could serve as the template for restructuring the financial structure of other City departments, one-by-one, on an individualized basis and in an orderly fashion.

Another concern that needs to be addressed before financial restructuring can proceed, is the overall issue of pinpointing responsibilities as it relates to departmental finances. A clear statement as to who holds the financial responsibility for departmental finances needs to be developed and adopted by the Board of Mayor and Aldermen. If Department Heads are going to be held accountable for the overall performance of their departments, that performance has to necessarily include financial performance. Yet, under a financial restructuring initiative, responsibility for certain aspects of financial oversight may be shifted away from the department, making lines of authority and responsibility unclear. It would, therefore, be prudent for the City to issue a very clear statement of authority and responsibility detailing roles and responsibilities. This statement should address the Department Head's obligation to be responsible for overall management of their respective department, while at the same time acknowledging the Finance Officer's responsibility for financial process management. In any event, a clear understanding of roles and responsibilities, as well as the financial functions that will remain under departmental control and those that will not, needs to be delineated before any restructuring proposal can proceed.

Another significant issue that needs to be addressed before financial reorganization can be initiated is the apparent distrust that exists between the Finance Department and other City departments. This distrust, if not resolved, will most likely result in the failure of any restructuring proposal.

It appears that departmental mistrust is rooted in the awkward relationship that exists between the Finance Department and other departments as a result of the Finance Officer being responsible for both financial accounting, as well as the City internal auditing functions. In addition to being a poor financial management practice, the dual role of the finance officer has interfered with the development of appropriate relationships between the Finance Department and other City departments. Before any reorganization initiative is undertaken, the issue of the finance officer's dual role should be addressed with an eye toward separating these roles. This

will not only address the issue of how the Finance Department relates to other City departments, but will also address a weakness in the City's financial oversight structure.

Finally, the human resource implications of financial restructuring must be taken into account. It is clear that the success of any initiative will depend greatly on the buy-in of the employees involved in the effort. It will be difficult to obtain that buy-in if there is concern over the future of the employees' position. In view of this, consideration should be given to advising impacted employees that employment security will be protected and that any reduction in the workforce will be achieved through attrition. While employees could not be guaranteed that their individual positions would not change, they would be assured of continued employment. In some cases, those employees who have their existing positions eliminated through restructuring may be transferred to other departments or placed in an employee pool to be used in various City departments until permanent positions become available.

In conclusion, the Committee believes that the concept of financial restructuring may have merit. It is the recommendation of the Committee that a limited test of the concept be initiated. While the issues cited above have been discussed in broad terms, it is inevitable that more specific issues will arise during concept testing. Accordingly, it is also the recommendation of the Committee that it continue on and serve in an oversight and steering committee role charged with resolving all issues that arise during the trial phase of restructuring. Further, the Committee should be tasked with rendering a decision as to the utility of expanding restructuring to other City departments at the completion of initial testing.

If acceptable to the Board, the Committee recommends the following actions, in total, be pursued as a means of advancing the concept of City financial restructuring:

1. Designate one or two departments as test departments for financial reorganization for a six to twelve month period. The Economic Development Department and the City Clerk's Office have volunteered to participate. The Mayor will have the final determination as to which departments will participate.
2. Establish the existing Review Committee as the Steering Committee for the restructuring test. This Committee will resolve all issues that arise during the test and will render a judgment as to the desirability of expanding financial reorganization to other departments.
3. Take the necessary action to remove the internal audit function from the Finance Department.
4. Adopt a Policy Statement that delineates financial roles and responsibilities of the Department Heads and Finance Officer. Such statement should delineate the Department Head's responsibility for the overall management and performance of the Department including financial performance from the Finance Officer's responsibility for financial process management. The Mayor should be designated to resolve all issues regarding roles and responsibilities.

5. Adopt a policy dealing with human resource issues that arise during the reorganization initiative. Such policy should include assurances of continued employment and should also detail employee transfer procedures as well as provisions for an excess employee pool.

The Committee will be available to meet with the Board of Mayor and Aldermen at its next regularly scheduled meeting to provide an overview of its recommendations and answer any questions you may have.

Sincerely,



for
Department Head Financial
Structure Review Committee

KAD/das

7

Report
Mayor's Select Committee on Finance Structure
Manchester, New Hampshire
November, 2002

- A. **INTRODUCTION - SUMMARY.** The Mayor's Select Committee on Finance Structure (the Committee) was established by Mayor Robert A. Baines in late August 2002. The purpose of the committee was to examine a proposal (the Plan) put forward by the Finance Department regarding the consolidation of financial functions throughout various City departments.

At inception of the Committee's work, the Committee sought to achieve one of three outcomes:

1. Endorse the proposed Plan.
2. Recommend modifications to the Plan and endorse the Plan as modified.
3. Other.

The committee has elected outcome 3, Other.

The Committee does not endorse the Plan as presented, nor, based on information received, can it endorse a modified Plan. It is the Committee's opinion that the stated intent of the Plan, to improve the effectiveness and efficiency in the way financial services are provided and conducted, is a worthy goal. But, due to the process followed in developing and presenting the Plan, it was doomed to failure from the outset. The committee recommends that the Plan be returned to the Finance Department for redevelopment. This recommendation is detailed in Section D of this report.

- B. **ISSUES.** At the conclusion of their work, the Committee identified the following problems with the Plan as proposed by the Finance Department:

1. A clear "mission" was not defined and disseminated.
2. The Plan was created in a vacuum.
 - i. Respective department leadership impacted by the Plan was not involved.
 - ii. Human resource support was not involved in developing the Plan.
 - iii. Information technology support was not involved in developing the Plan.
 - iv. There was no buy-in sought for the Plan.
3. There exists a frightening level of distrust between City department leadership and the Finance Department.
4. City department leadership interprets the role of the Finance Department as "audit/investigate" versus "cooperative".
5. Due to the role of the Finance Officer as outlined by the City Charter and City Ordinance, the Finance Department also views their primary role as "audit", rather than service.
6. Unfortunately, a "hit list" of positions to be eliminated or restructured appears to have been circulated prior to the Plan being discussed with department leadership or those individuals involved.
7. How to deal with the human fall out resulting from implementation of the Plan was not addressed in the Plan.

- C. **CLARITY OF MISSION.**

1. With regard to the Plan in question:
 - i. A mission statement, developed in conjunction with the Mayor and the Aldermen, should have been adopted at the outset during development of the Plan.
 - ii. Such a statement could read as follows: "It is the responsibility and duty of all department heads and their respective employees to efficiently and effectively

DRAFT

utilize the human and fixed assets at their disposal in delivering services to the Citizens of the City of Manchester.”

2. With regard to consolidation in general:

- i. Consensus must be arrived at by the BMA with regard to consolidation, on a departmental and functional basis. For example: “It is agreed that departmental and functional consolidation must be examined. Our goal is to achieve greater financial efficiency without reduction of the level of product, service or performance in any department that may be impacted, while insuring the most prudent use of the taxpayers’ money.”

D. ACTION. It is the committee’s opinion that the Plan be returned to the Finance Department for redevelopment.

1. A task force needs to be established.
2. A facilitator should be hired to guide the work of the task force.
3. The task force needs to establish and buy-into the mission.
4. The BMA needs to endorse and support the mission and the work of the task force.
5. At minimum, all department heads that may be impacted by the Plan need to be represented on the task force.
6. Human Resources, Information Technology, and City Solicitor should be expected to provide support to the task force and be represented on the task force.
7. The task force should review the Plan and modify as appropriate.
 - i. Dealing with human resource issues such as reassignments, retraining and the elimination of jobs must be part of the plan.
8. Human Resources, with the cooperation of the respective department leadership, would conduct job/function reviews to determine the human impact of the plan and whether or not the plan can be implemented as proposed/modified.
9. Information Technology needs to determine the hard cost relating to IT in the plan.
10. Human Resources and Finance must quantify the Plan.
11. The task force provides final endorsement of the Plan and the savings involved.
12. The plan is presented and endorsed by the appropriate legislative process.
13. Action and implementation of the Plan.

E. OTHER ISSUES.

1. While financial restructuring may be a worthy objective, the Committee cannot quantify or qualify this objective based on the materials presented or the presentations heard. It is likely that there are cost reductions and operating efficiencies to be realized, but again, quantifying these results requires a great deal more study, as described in D above.
2. The internal audit function should be separated from the Finance Department and the Finance Officer. This function should report directly to the Mayor. There may be other alternatives to explore but the function should NOT report to the Finance Officer or the Finance Department.
3. The Finance Department is a service department. This posture would be more easily achieved once the audit function is separated from the Finance Officer.

DRAFT

4. It must be made clear and agreed upon that the Finance Officer reports to the Mayor, who is the Chief Executive Officer of the City. This fact is addressed in the City Charter and City Ordinances, clearly supported by the opinion of the City Solicitor, which has been documented in correspondence to the Mayor. The committee recognizes that the Finance Officer also has reporting responsibility to the Board of Mayor and Aldermen, but this in no way overshadows or minimizes the Finance Officer's responsibility to the Mayor. Currently, the Finance Officer believes he is responsible to the BMA only and not to the Mayor. If the opinion of the City Solicitor needs to be reinforced by amendment to the City Charter or additional City Ordinance(s), this should be pursued. It must be clearly understood that the Finance Officer is the CFO of the City, reports to the Mayor, and is responsible and accountable for the overall financial function of the City, including budgeting, financial reporting and long-range financial planning.
5. The City and School budgets total \$230,100,977 in spending. Of this amount, approximately 67% is related to payroll and benefits. Each percentage point of savings translates to \$1,550,957. If the City is to realize real savings in operations and achieve fundamental change in the way taxes are controlled, payroll and benefits are the obvious first place to examine.
6. Establishing an objective to put a plan in place that will save 2%, 5% or 10% of the annual payroll and benefits, providing meaningful savings and benefit to the taxpayers is attacking a fundamental problem we face as a city, limited resources. Focusing on one small portion or aspect of the City's overall operation, such as the financial function is merely applying a band-aid to the fundamental problem.
7. As mentioned earlier, there is a high level of distrust between existing department leadership and the leadership of the Finance Department. It is questionable whether the necessary level of trust can be established between these individuals that will allow them to develop and implement the Plan or any other level of departmental/functional restructuring.

The members of the Committee would be pleased to further review the matters discussed in this report at your convenience. Also, we appreciate the opportunity to be of service to you, the Aldermen, the City's employees, and the citizens of Manchester.

Respectfully,

Raymond E. Pinard
Committee Chair

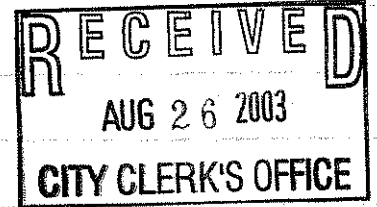
Enclosure

DRAFT

10/7/03 - Voted to
have Matt work with
Highway & come back to
8-26-03 Committee
with
ordinance rec.

Matt

Deputy City Clerk
1 City Hall Plaza
Manchester NH 03103



RE: Side Walk Encumbrance

Dear Matt,

I own a small business at 370
Union St. Manchester NH. I would like to
ask for special permission to use my
sidewalk to have sales for people in
the neighborhood.

I am willing to abide by all rules as
it pertains to Elm St. and the rules
that are permitted by code.

Please submit this to Aldermanic Meeting
for approval.

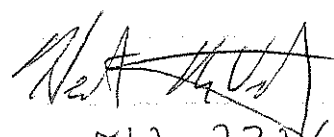
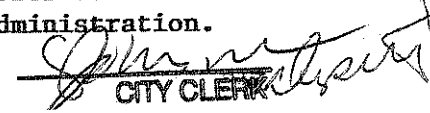
FOR THE MAYOR & ALDERMEN

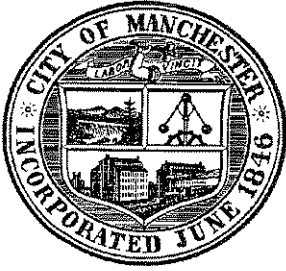
DATE: September 2, 2003

ON MOTION OF ALD. Lopez

SECONDED BY ALD. Forest

VOTED TO refer to the Committee on
Administration.


512-2326
Hector M. Ueller

CITY CLERK



**City of Manchester
Office of the Tax Collector**

City Hall
One City Hall Plaza – West
Manchester, New Hampshire 03101

(603) 624-6575 (Phone) Web Site: www.ManchesterNH.gov
(603) 628-6162 (Fax) Email: jporter@ManchesterNH.gov

Joan A. Porter
Tax Collector

11/18/03 - Tabled.
Dept. heads to come
back with survey
results in January

RECEIVED

SEP 1 2003

MAYOR'S OFFICE

September 30, 2003
Mayor Robert A. Baines
1 City Hall Plaza
Manchester, NH 03101

Dear Mayor Baines,

On September 11, 2003, I met with representatives from Finance and Information Systems regarding your request for an implementation strategy for electronic forms of payment.

The Finance Department informed me that this issue has been discussed with Citizens Bank on numerous occasions. The Information Systems Department has also been involved in many of these discussions. I believe the consensus of opinion is that this issue should be sent to the Committee on Administration (or Committee on Accounts) for research to determine the extent of financial investment the City is willing to absorb in relation to the number of citizens who will utilize these types of payment.

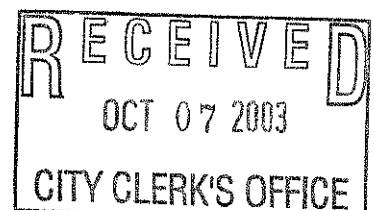
In the interim, the Tax Collector's office can have a survey available to walk-in customers. The results of this survey may give the Committee some idea of the general population's eagerness to pay electronically and acceptance of the resulting fees. Tony Schaffer of Information Systems has stated that he would be willing to prepare an online survey once the Committee has determined the questions to be asked. Should you wish to pursue a more in-depth survey, Kevin Clougherty has suggested that the City utilize UNH for a fee as was done recently by Bond Counsel.

My suggestion would be that you ask the Committee on Administration to put this item on its agenda and that they request input from Finance, Information Systems and all departments who will ultimately utilize electronic forms of payment.

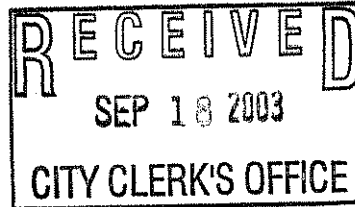
I look forward to an in-depth analysis of electronic forms of payment.

Sincerely,

Joan A. Porter
Tax Collector



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11/18/03 - labeled
pending State
Legislation.

Leo Pepino
73 Walnut Street
Manchester, NH 03104

IN BOARD OF MAYOR & ALDERMEN

September 18, 2003

DATE: October 7, 2003

ON MOTION OF ALD. Lopez

SECONDED BY ALD. Thibault

VOTED TO refer to the Committee on
Administration/Info Systems.

[Signature]
City Clerk Deputy

Honorable Board of Mayor and Aldermen
c/o City Clerk's Office
One City Hall Plaza
Manchester, NH 03101

Members of the Honorable Board:

After World War I, all veterans from Manchester received a medal from the city. After World War II, all veterans from Manchester were promised a letter of commendation, but for some reason the letters were never sent. I am writing now to ask the Board to fix this.

I am asking the Board to provide all World War II veterans with a medal similar to those given to Manchester's soldiers after World War I. This is how it would work:

- First, eligible veterans would have to apply to the city for their medal. I do not think it would be practical for the city to research the names of all World War II vets from the city, never mind locate them or their families today.
- Second, to be eligible for this recognition, I would propose that the veteran at the time of such service was a bona fide resident of Manchester. While we honor all veterans who served in World War II, our goal is to recognize the sons and daughters from Manchester who fought this war.
- Third, they would have to provide proof of their service, such as their honorable discharge papers. Families wanting posthumous recognition for their loved ones would also provide a death certificate.

Many cities and towns are providing special recognition for World War II vets and the state is considering a bill to do that too. Manchester should recognize and thank its veterans for their sacrifices, which saved the world and kept us free.

I have enclosed a copy of the World War I medal that could be used as a model for this proposal. Thank you time and consideration of this request.

Sincerely,

Leo Pepino

[Signature of Leo Pepino]





To the Board of Mayor and Aldermen of the City of Manchester.

Gentlemen:

The special committee appointed for the purpose of arranging for the reception of returning Soldiers and Sailors, would report that the Committee, together with his Honor the Mayor, have discussed a suitable testimonial and unanimously agree to accept as a design for a medal, the idea of a local sculptor, Mr. Lucien Gosselin, and the Committee would recommend that the sum of Thirty-five Hundred Dollars (\$3500) be placed in the 1919 Budget for the expense attached to the manufacturing and distribution of these medals.

Respectfully submitted,

William J. O'Brien

Clerk of Committee.

Dec 17, 1918. In Board of Mayor and Aldermen. Referred to the Committee on Finance.

A true Record. Attest:

City Clerk.

12-17-1918

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consider it an added pleasure to be permitted to do so.

Mayor Benoit presented for consideration a certificate of appreciation which was presented by the City of Manchester to Veterans of World War No. 1. He stated that he felt a similar certificate should be provided for all Veterans of World War No. 2, and would suggest that he be authorized to secure estimates of the cost involved.

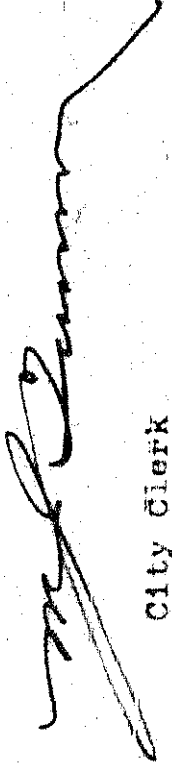
Ald. Bergquist inquired if he had taken the question up with the Art Department at the High School as suggested at a prior meeting of the Committee on Finance when this question was considered.

Mayor Benoit advised that he has taken this question up with a local printer who will furnish an artist's services free of charge to the City besides printing the certificates at cost, and he feels this offer will be more profitable to the City for if the services of an Art Teacher is secured, they will have to be reimbursed for their services.

On motion of Ald. Hannon, duly seconded by Ald. Poirier, it was voted that His Honor, the Mayor, be authorized to secure estimates of the cost of furnishing certificates of appreciation which will be presented to all local Veterans of World War No 2 of the City of Manchester.

On motion of Ald. Bergquist, duly seconded by Ald. Foster, the meeting adjourned.

A true record. Attest.


City Clerk

11/28/1945

Mayor Benoit presents for cons. certificate of appreciation to be presented to all World War II Veterans of the City of Manchester

Ald. Bergquist.

Mayor Benoit

Mayor authorized to secure estimates of cost of printing certificates.

Meeting adjourns.